

actual interior with the provided background details is verified. On the basis of details from the Customer partner the technical department executes production documents for any atypical components and solutions to these.

> 6. PLANNING PRODUCTION AND INSTALLATION

With regard to the fact that the Customer partner has knowledge of the site of installation from the preceding actions and steps, the Customer partner is capable of providing the most comprehensive information for planning production and subsequent installation.

> 7. MANUFACTURING COMPONENTS

The Customer partner receives information on possible changes in production deadlines and deliveries of goods.

> 8. INSTALLATION OF DELIVERED EQUIPMENT WITHIN THE AGREED DEADLINE

After coming to an agreement with the customer the Customer partner plans the date of installation with the production department. Before starting installation the installation workers are informed of the unusual characteristics of the specific solution and/or the specific elements of the equipment.

> 9. GUARANTEE AND POST-GUARANTEE SERVICE

In the event of additions or changes to the interior the customer will contact his/her partner and as he/she is familiar with the original delivery of the interior and after verifying the possibilities or the technical solutions for the arising situation he/she will inform the customer of the solution possibilities.

prepare the production documentation.

> 6. PLANNING PRODUCTION AND INSTALLATION

Takes place on the basis of experience in estimating the necessary time and number of workers, without knowledge of the specific situation.

> 7. MANUFACTURE OF THE PARTS

The production department will manufacture the goods in the required quantity and within the set deadline.

> 8. INSTALLATION OF DELIVERED EQUIPMENT WITHIN THE AGREED DEADLINE

After coming to an agreement with the production department the installation workers will install the goods.

> 9. GUARANTEE AND POST-GUARANTEE SERVICE

The customer discusses subsequent servicing with the business department.

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> CLEVER SOLUTION



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> Let us inspire you



CLEVER SOLUTION

It all begins with you, our customers; your dreams, wishes and needs. We have developed a system that will help you achieve them.

The intelligent customer system is a system developed by the MBG company with the objective of effectively managing communication with customers and fulfilling orders.

The system guarantees an individual approach to solving clients' requirements and ensures the mutual communication of individual subjects who take part in dealing with an order. Thanks to the introduction of the ICS system activities in all areas of customer service are made markedly more effective.



Customer



Customer partner

- > definition of the customer's needs and wishes
- > creating designs
- > discussing all steps of the order with the customer

Clever solution®

INTELLIGENT CUSTOMER SYSTEM

CLEVER SOLUTION SYSTEM

> 1. FIRST CONTACT WITH THE CUSTOMER

First contact between the customer and sales agent, who hands over the customer to the appropriate Customer partner. The Customer partner's task is to deal with all the subsequent steps and communicate with the customer.

> 2. PREPARING A DESIGN, SPECIFICATION OF REQUIREMENTS

The customer informs the MBG technician – his Customer partner - of his requirements and the Customer partner processes them. Information cannot be lost within the supplier structure because it is imparted inaccurately. During further co-operation the Customer partner already knows the needs, requirements and wishes of his/her customer.

> 3. PRESENTING THE OFFER, BUSINESS CONDITIONS

The Customer partner (design author) presents an offer to the customer and discusses possible changes with him/her.

> 4. CONFIRMATION OF THE ORDER

The customer discusses sending the order and its confirmation with the Customer partner. The advantage to this is detailed knowledge of the order and its feasibility. Furthermore the Customer partner can react immediately and deal with matters connected with technical production planning.

> 5. PREPARING PRODUCTION DOCUMENT AND ATYPICAL COMPONENTS

Before commencing production and installation the actual state and correspondence of the

STANDARD PROCEDURE

> 1. FIRST CONTACT WITH THE CUSTOMER

First contact with the customer, the customer will inform the sales agent of his/her requirements and he/she will then discuss them with the technical department.

> 2. PREPARING A DESIGN, SPECIFICATION OF REQUIREMENTS

According to information from the business department the technical department worker will prepare a design for the customer's inquiry and specify the customer's requirements with him/her.

> 3. PRESENTING THE OFFER, BUSINESS CONDITIONS

The sales agent will present the corresponding design, prepared by the technical department to the customer. The offer also includes the business conditions.

> 4. CONFIRMATION OF THE ORDER

On the basis of the offer the customer will send the order to the business department and the business department will confirm it.

> 5. PREPARING PRODUCTION DOCUMENT AND ATYPICAL COMPONENTS

In the event of the manufacture of atypical components the technical department will

Sales department

- > creating and presenting an offer
- > specification of business conditions
- > confirming the order

Technical department

- > preparing a design
- > preparing production documentation and atypical elements

Production planning

- > planning production and installation

Production department

- > manufacture of individual components

Equipment installation

- > installation of delivered equipment within the set deadline

Servicing

- > guarantee and post-guarantee servicing